



## **OFFICE SPECIALIST II (20 HOURS/WEEK)**

### **YOUTH AND FAMILY SERVICES**

Are you interested in being part of a dynamic city where you can truly make an impact? Are you interested in working with a multi-cultural, multi-lingual team of behavioral health professionals to support innovative programs for children and families? If this sounds like what you have been searching for, the Youth and Family Services (YFS) Division of the Human Services Department may be the place for you!



**First Review of Applications:**  
**March 15, 2016 at 5:00 p.m.**

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## ABOUT US

Fremont is a well-managed and innovative city, and has recently generated national attention by ranking second on the “Best Run City in America” list by 24/7 Wall Street and America’s third “Sharpest, Smartest City” by Reader’s Digest. Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, quality parks and nearby open space, and an incredibly diverse population of over 220,000 residents. As a full service city, Fremont employs over 882 regular employees and has a total annual budget of \$289.4 million with \$174.3 million general fund.

Fremont is an employer that values its people, creativity, quality service, integrity, open communication, collaboration, mutual respect, and diversity. Employees find their work challenging, yet rewarding, and most importantly, enjoy the chance to make a difference through public service. . [Think Fremont!](#)



## THE POSITION

The Office Specialist II will perform a wide variety of general clerical duties in support of specific functions and programs within the Youth and Family Services (YFS) division, including the following essential tasks:

### EXAMPLES OF DUTIES

- ◆ Perform a wide variety of routine clerical work including filing, data entry, preparing meeting agendas and recording meeting minutes, tracking inventory and ordering office and operating supplies, and preparing training material for clinical intern orientation.
- ◆ Answer the main YFS telephone line. Screen patients and assist with patient registration.
- ◆ Support the YFS Clinical Supervisors and clinical program operations.
- ◆ Provide excellent customer service to many different members of the community and patients.
- ◆ Maintain clinic reception area and YFS marketing materials.
- ◆ Assist with workshop logistics.
- ◆ Sort, maintain and file clinical forms and documents and records, maintain alphabetical index and cross-reference files.
- ◆ Serve as back-up to the Administrative Assistant.

## CANDIDATE PROFILE

The City is searching for an effective team player who is able to multi-task while remaining calm under pressure in a fast-paced work environment. Exceptional customer service skills are required, including the ability to handle inquiries from the public and City staff with tact and diplomacy. The ideal candidate must have a strong work ethic including the ability to prioritize work and remain very organized. The Office Specialist II must have knowledge of modern office practices and procedures, computer equipment and software applications related to assignment, such as Microsoft Office Suite. In addition, the Office Specialist II must also demonstrate the ability to communicate effectively orally and in writing, and exercise good judgment by handling all matters with sensitivity and confidentiality.

## EDUCATION AND EXPERIENCE

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be completion of high school or equivalent and two years of general clerical experience in a professional office environment, providing exceptional support and customer service.

Possession of, or ability to obtain by appointment, a valid Class C Driver's License may be required.

City government work experience and Spanish Bi-lingual are highly desirable.





## Tentative Recruitment Schedule

First Review of Applications: March 15, 2016

Exam and Oral Board Interviews: Week of March 28, 2016

### COMPENSATION & BENEFITS

The hourly rate is \$24.63 - \$29.94 depending on qualifications. Current pro rated benefit features include:

#### CalPERS Retirement Benefit\*

- Classic Employees - 2.0% @ 60 benefit, 3 year final average compensation.
- New Employees - 2.0% @ 62 benefit, 3 year final average compensation.
- Required PERS contributions vary by plan. All required contributions are tax deferred.
- Cafeteria Benefits Plan for employees/dependents includes up to \$1,831.95 monthly (approximately \$915.98 for a 20 hour work week) to purchase medical, dental and vision plans; child care and medical expenses can be paid for with pre-tax dollars.

A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

This is a City of Fremont Employee Association (CFEA) represented position with a probationary period of twelve (12) months.

\*Refer to CalPERS web site for complete definitions of Classic and New employees: [www.calpers.ca.gov](http://www.calpers.ca.gov)

### HOW TO JOIN OUR TEAM

To be considered for this position, apply online by submitting a completed City application and resume through our online application system: [City Jobs](#)

The process may include a written exam, individual and/or panel interviews, fingerprint check, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

### REASONABLE ACCOMMODATION

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities.

Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660.

**The City of Fremont is an Equal Opportunity Employer.**

#### HUMAN RESOURCES DEPARTMENT

City of Fremont

3300 Capitol Avenue, Building B

Fremont, CA 94538

Phone: (510) 494-4660

16HS02 Posted 3/4/16



## OFFICE SPECIALIST II - SUPPLEMENTAL QUESTIONNAIRE

### GENERAL INFORMATION:

The completion of this supplemental questionnaire is required for your application to be considered for the Office Specialist II position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Office Specialist II position. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

**Your responses must be verifiable with the information on your application.**

### DIRECTIONS:

When you apply online you will be asked to respond to the following questions:

1. How many years of professional experience do you have performing general clerical duties (e.g. maintaining and organizing records, fast and accurate data entry, creating and proofreading correspondence, front counter responsibilities)?
  - ☐ None
  - ☐ Less than 1 year
  - ☐ 1 year to less than 2 years
  - ☐ 2 years to less than 3 years
  - ☐ 3 years to less than 4 years
  - ☐ 4 years to less than 5 years
  - ☐ 5 years or more
2. What is your proficiency with Microsoft Office Suite?
  - ☐ None
  - ☐ Beginner
  - ☐ Intermediate
  - ☐ Advanced
  - ☐ Expert
3. What is your highest level of education?
  - ☐ Did not complete high school or equivalent
  - ☐ High school diploma or equivalent
  - ☐ Some college
  - ☐ AA degree
  - ☐ Bachelor's degree or higher
4. How many years of professional, clerical experience do you have working for a municipality (city)?
  - ☐ None
  - ☐ Less than 1 year
  - ☐ 1 year to less than 2 years
  - ☐ 2 years to less than 3 years
  - ☐ 3 years or more
5. Are you Spanish bi-lingual? ☐ Yes ☐ No